



**COUNTY OF LOS ANGELES  
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September 30, 2008

TO: Supervisor Yvonne B. Burke, Chair  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe *Wendy L. Watanabe*  
Acting Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – FIVE ACRES,  
INCORPORATED – MAIN CAMPUS, EAST MOUNTAIN, MONTE VISTA  
AND SOLITA GROUP HOMES**

We have completed a review of Main Campus, East Mountain, Monte Vista and Solita Group Homes (Group Home or Agency) operated by Five Acres, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Main Campus Group Home is an eighty bed facility, which provides care for children ages 6 -11 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Main Campus Group Home was providing services for sixty-nine DCFS children.

East Mountain, Monte Vista and Solita Group Homes are each six bed facilities, which provide care for children ages 7-18 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, East Mountain and Monte Vista Group Homes were each providing services for six DCFS children and Solita Group Home was providing services for five DCFS children.

The four Group Homes are located in the Fifth District.

*"To Enrich Lives Through Effective and Caring Service"*

### **Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement. However, the Agency needs to address several deficient areas.

All four of the Group Homes need to clean the kitchen ovens and make various repairs throughout the homes. The Group Homes also need to include short term goals and input from all members of the treatment team in the development of the Needs and Services Plans. In addition, the Group Homes need to ensure that children taking psychotropic medication have current court authorizations for the medications and are routinely seen by their prescribing physicians.

Main Campus and Solita Group Homes also need to train staff to treat children with respect and dignity and Main Campus Group Home needs to inform children of their right to refuse medication and allow children to receive unopened mail.

Attached is a detailed report of the review.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. Since the time of the review, the Agency has decided to temporarily close the Solita Group Home. As a result, a corrective action plan was not completed for that site. However, the Agency needs to ensure that when the site reopens, the recommendations made in this report are implemented. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

WLW:MMO:DC:CC:ek

Attachments

c: William T Fujioka, Chief Executive Officer  
Patricia S. Ploehn, Director, DCFS  
Susan Kerr, Senior Deputy Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
William Clark, Board President, Five Acres  
Robert Ketch, Executive Director, Five Acres  
Public Information Office  
Audit Committee

**Five Acres, Incorporated  
Main Campus Group Home  
Altadena, California 91001  
License Number: 191200236  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Main Campus Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped. However, there is a broken window in Eagle cottage.

Generally, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the carpet in the administration building is dirty and the kitchen ovens are dirty in Dove, Eagle, Falcon and Lark cottages.

The children's bedrooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. However, there are unfinished patches on the walls and broken closet doors in the children's bedrooms. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Five Acres management:**

- a. Repair the broken window in Eagle cottage.**
- b. Clean the carpet in the administration building.**
- c. Clean the kitchen ovens in Dove, Eagle, Falcon and Lark cottages.**
- d. Repair the unfinished patches on the walls and repair the closet doors in the bedrooms.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Eight**

#### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current and include long term goals. However, input from all members of the treatment team is not included in the development or implementation of the NSPs. In addition, the NSPs are not comprehensive and do not include updated short term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendations**

#### **2. Five Acres management:**

- a. Include all members of the treatment team in the development and implementation of the NSPs.**
- b. Develop comprehensive NSPs that include updated short term goals.**

## **III. Educational and Emancipation Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Eight**

#### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

### **Recommendation**

There are no recommendations for this section.

## **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Eight**

### **Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. However, children report that they are not provided with opportunities to participate in planning activities.

The Group Home provides transportation to and from the activities.

### **Recommendation**

- 3. Five Acres management provide children with opportunities to participate in planning activities.**

## **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

### **Comments:**

Children do not have current court authorizations for the psychotropic medications that they are taking and documentation does not confirm that children are routinely seen by the prescribing psychiatrist.

Children report that they are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

### **Recommendations**

- 4. Five Acres management:**

- a. Maintain current court authorizations for children taking psychotropic medications.**

- b. Maintain documentation to show that children taking psychotropic medications are routinely seen by the prescribing physician.**

## **VI. Personal Rights**

### **Method of assessment – Interviews with children**

#### **Sample size: Eight**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. However, some children express a lack of satisfaction with the quality of their interactions with staff and report that some of the staff members do not treat them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send mail and have private visitors. Children attend religious services of their choice. However, children report that they are not allowed to receive unopened mail.

Children report that the discipline policies are not consistently enforced and that there are not fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

### **Recommendations**

#### **5. Five Acres management:**

- a. Train staff to treat children with respect and dignity at all times and monitor their interactions.**
- b. Allow children to receive unopened mail according to their case plan.**
- c. Ensure that discipline policies are consistently enforced.**
- d. Provide fair and appropriate consequences for inappropriate behavior.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Eight**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Clothing provided to children is of good quality and of sufficient quantity. However, children report that they are not provided with opportunities to select their own clothes.

The Group Home provides children with the required minimum weekly allowance. However, children report that they are not allowed to spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

### **Recommendations**

#### **6. Five Acres management:**

- a. Provide children with opportunities to select their own clothes.**
- b. Provide children with opportunities to spend their allowance as they choose.**



**Five Acres, Incorporated  
East Mountain Group Home  
Pasadena, California 91104  
License Number: 191220045  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

East Mountain Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the kitchen oven is dirty and the laundry room sink is damaged.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Five Acres management:**

- a. Clean the kitchen oven.**
- b. Repair or replace the laundry sink.**

**II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two****Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current and include long term goals. However, input from all members of the treatment team is not included in the development or implementation of the NSPs. In addition, the NSPs are not comprehensive and do not include updated short term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations****2. Five Acres management:**

- a. Include input from all members of the treatment team in the development and implementation of the NSPs.
- b. Develop comprehensive NSPs that include updated short term goals.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews****Sample size: Two****Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendation**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

##### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

##### **Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

##### **Recommendation**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

##### **Method of assessment – Review of relevant documents**

##### **Comments:**

Children do not have current court authorizations for the psychotropic medications that they are taking and documentation does not confirm that children are routinely seen by the prescribing psychiatrist.

Children report that they are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

##### **Recommendations**

##### **3. Five Acres management:**

- a. Maintain current court authorizations for children taking psychotropic medications.**
- b. Maintain documentation to show that children taking psychotropic medications are routinely seen by the prescribing physician.**

## **VI. Personal Rights**

### **Method of assessment – Interviews with children**

**Sample size: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

#### **Recommendation**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

**There are no recommendations for this section.**

**Five Acres, Incorporated  
Monte Vista Group Home  
Pasadena, California 91107  
License Number: 191204494  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Monte Vista Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the kitchen oven is dirty.

Generally, the children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. Window coverings and window screens are in good repair. There is adequate furniture, lighting and storage space. However, in bedroom one there are handles missing from the dresser and the inside of the closet has unfinished repairs. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Five Acres management:**

- a. Clean the kitchen oven.**
- b. Replace the missing dresser handles and complete the repairs inside the closet in bedroom one.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current and include long term goals. However, input from all members of the treatment team is not included in the development or implementation of the NSPs. In addition, the NSPs are not comprehensive and do not include updated short term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendations**

#### **2. Five Acres management:**

- a. Include input from all members of the treatment team in the development and implementation of the NSPs.**
- b. Develop comprehensive NSPs that include updated short term goals.**

## **III. Educational and Emancipation Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

### **Recommendation**

There are no recommendations for this section.

## **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendation**

There are no recommendations for this section.

## **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

### **Comments:**

Children do not have current court authorizations for the psychotropic medications that they are taking and documentation does not confirm that children are routinely seen by the prescribing psychiatrist.

Children report that they are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

### **Recommendations**

#### **3. Five Acres management:**

- a. Maintain current authorizations for children taking psychotropic medications.**



- b. Maintain documentation to show that children taking psychotropic medications are routinely seen by the prescribing physician.**

## **VI. Personal Rights**

### **Method of assessment – Interviews with children**

**Sample size: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

#### **Recommendation**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

**There are no recommendations for this section.**

**Five Acres, Incorporated  
Solita Group Home  
Pasadena, California 91103  
License Number: 191290123  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Five Acres Solita Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the kitchen oven is dirty and a wall in the staff office is damaged.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Five Acres management:**

- a. Clean the kitchen oven.
- b. Repair the wall in the staff office.

**II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current and include long term goals. However, input from all members of the treatment team is not included in the development or implementation of the NSPs. In addition, the NSPs are not comprehensive and do not include updated short term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

**Recommendations****2. Five Acres management:**

- a. Include input from all members of the treatment team in the development and implementation of the NSPs.
- b. Develop comprehensive NSPs that include updated short term goals.

**III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendation**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient leisure time. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. However, children report that they are not provided with sufficient recreational activities or opportunities to participate in planning activities.

The Group Home provides transportation to and from the activities.

#### **Recommendations**

**3. Five Acres management:**

- a. Provide children with sufficient recreational activities.
- b. Provide children with opportunities to participate in planning activities.

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

Children have current court authorizations for psychotropic medication. However, documentation does not confirm that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

#### **Recommendation**

4. Five Acres management maintain documentation to show that children taking psychotropic medications are routinely seen by the prescribing physician.

## **VI. Personal Rights**

### **Method of assessment – Interviews with children**

**Sample size: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home. However, one child reports that she is not provided with appropriate staff supervision and expresses dissatisfaction with the quality of her interactions with staff.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with snacks. However, children report they are not satisfied with meals.

Children receive voluntary medical, dental and psychiatric care.

### **Recommendations**

#### **5. Five Acres management:**

- a. Provide all children with appropriate staff supervision at all times.**
- b. Train staff to treat children with respect and dignity at all times and monitor their interactions.**
- c. Provide children with a variety of nutritious meals.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

**There are no recommendations for this section.**



**five acres**

**THE BOYS' AND GIRLS' AID SOCIETY OF LOS ANGELES**

760 W. Mountain View St., Altadena, CA 91101-4996 (626) 798-6793 ♦ FAX (626) 797-7722

Attention: Candice Rhue, Group Home Audit Supervisor  
Department of Auditor-Controller, Kenneth Hahn Hall of Administration  
500 West Temple Street, Room 410  
Los Angeles, CA 90012

June 11, 2008

Dear Candice Rhue,

As per my discussion with Sheila Jefferson on June 11, 2008, attached please find our revised Corrective Action Plan, initially submitted on May 29, 2008, with the requested revisions. The CAP includes the following revisions:

- Facility and Environment sections indicating method for ongoing monitoring.
- General Statement on page 11 indicating the responsible person for the ongoing implementation and monitoring of the Corrective Action Plan (CAP).

Should you have any questions or concerns about the attached information, please don't hesitate to contact me at (626) 798-6793 extension 2268 or for the Group Homes Vida Khosro-Khavar, at (626) 486-0646 extension 201.

Respectfully,

Will Max, MA  
Director of Residential Treatment Services  
Five Acres



**FIVE ACRES-THE BOYS AND GIRLS AID SOCIETY OF LOS ANGELES  
MAIN CAMPUS GROUP HOME  
RATE CLASSIFICATION LEVEL (RCL): 12  
LICENSE NO: 191200236**

**CORRECTIVE ACTION PLAN  
May 2008**

**I. Facility and Environment**

**Recommendations:**

- a. Repair the broken window in Eagle cottage.

**Current status of the recommendation:**

Implemented - As of May 7, 2008, the broken window in Eagle cottage has been repaired.

**Person and title responsible for implementing and monitoring the corrective action:**

Will Max, Director of Residential Treatment Services, Donna LeCesne, Director of Milieu Services, Edward Vitzum, Director of Operations.

**Recommendations:**

- b. Clean the carpet in the administration building.

**Current status of the recommendation:**

Implemented - As of May 7, 2008, the carpet in the administration building has been cleaned. The RTC program and the Group Homes perform a quarterly physical environment review for each cottage and group home respectively. The review will be submitted to the Group Home Program Supervisor as well as to the Director of Permanency and the 5 Acres Maintenance Supervisor. For the RTC program the reviews are submitted to the Director of Milieu Services and the 5 Acres Maintenance Supervisor. Additionally, each cottage has a maintenance log that is reviewed daily by the Operations Department for any repairs. For the Group Homes the Assistant Manager sends an e-mail of needed repairs to Operations Department the same day a need for repair is identified.

**Person and title responsible for implementing and monitoring the corrective action:**

Will Max, Director of Residential Treatment Services, Donna LeCesne, Director of Milieu Services, Edward Vitzum, Director of Operations.

**Recommendations:**

- c. Clean the kitchen ovens in cottages Dove, Eagle, Falcon and Lark.

**Current status of the recommendation:**

Implemented - As of May 7, 2008, the ovens in all cottages including Dove, Eagle, Falcon and Lark have been cleaned. The RTC program and the Group Homes perform a quarterly physical environment review for each cottage and group home respectively. The review will be submitted to the Group Home Program Supervisor as well as to the Director of Permanency and the 5 Acres Maintenance Supervisor. For the RTC program

the reviews are submitted to the Director of Milieu Services and the 5 Acres Maintenance Supervisor. Additionally, each cottage has a maintenance log that is reviewed daily by the Operations Department for any repairs. For the Group Homes the Assistant Manager sends an e-mail of needed repairs to Operations Department the same day a need for repair is identified.

**Person and title responsible for implementing and monitoring the corrective action:**  
Will Max, Director of Residential Treatment Services, Donna LeCesne, Director of Milieu Services, Edward Vitzum, Director of Operations.

**Recommendations:**

d. Repair the unfinished patches on the walls and repair the closet doors in the bedrooms.

**Current status of the recommendation:**

Implemented - As of May 7, 2008, the unfinished patches have been painted and all damaged closet doors in the bedrooms have been repaired. The RTC program and the Group Homes perform a quarterly physical environment review for each cottage and group home respectively. The review will be submitted to the Group Home Program Supervisor as well as to the Director of Permanency and the 5 Acres Maintenance Supervisor. For the RTC program the reviews are submitted to the Director of Milieu Services and the 5 Acres Maintenance Supervisor. Additionally, each cottage has a maintenance log that is reviewed daily by the Operations Department for any repairs. For the Group Homes the Assistant Manager sends an e-mail of needed repairs to Operations Department the same day a need for repair is identified.

**Person and title responsible for implementing and monitoring the corrective action:**  
Will Max, Director of Residential Treatment Services, Donna LeCesne, Director of Milieu Services, Edward Vitzum, Director of Operations.

## **II. Program Services**

**Recommendations:**

a. Include all members of the treatment team in the development and implementation of the NSP.

**Current status of the recommendation:**

Implemented - As of May 2008, Five Acres RTC is using the new DCFS template for the NSP and all members of the treatment team are involved in completing and implementing sections of the NSP.

**Recommendations:**

b. Develop comprehensive NSP's that include an update of the short term goals.

**Current status of the recommendation:**

Implemented - As Five Acres begins using the DCFS NSP template in May 2008, goals are developed by the treatment team and included in the new NSP document as required by the Statement of Work.

**Person and title responsible for implementing and monitoring the corrective action:**  
Will Max, Director of Residential Treatment Services, Christy Brady, Clinical Supervisor,  
Burton Stiefel, Clinical Supervisor, and Natalie Manns, Quality Assurance Analyst

#### **IV. Recreation and Activities**

**Recommendations:**

Five Acres management provide all children with opportunities to participate in planning activities.

**Current status of the recommendation:**

Implemented - As of May 2008, a weekly Wednesday meeting is held in each cottage that specifically has an agenda item to review weekly activities allowing each child input to the planning of activities.

**Person and title responsible for implementing and monitoring the corrective action:**  
Will Max, Director of Residential Treatment Services, Donna LeCesne, Director of Milieu  
and Unit Program Coordinator for each cottage

#### **V. Psychotropic Medication**

**Recommendations:**

- a. Maintain current authorizations for all children taking psychotropic medications
- b. Maintain documentation to show that all children on psychotropic medication are routinely seen by the prescribing physician

**Current status of the recommendation:**

a. Implemented – The Psychotropic Medication Authorization is submitted to the court 30 days prior to its expiration date. If at the end of the 8th business day the dependency court has not provided an updated authorization the nursing department will contact the court for follow up. Additionally, during this timeline the clinician assigned to the case will contact the County Social Worker for assistance. If by the end of the 10th business day the CSW does not respond to the request for follow up on the pending authorization the Supervisor of the CSW is contacted or the Assistant Regional Administrator or Regional Administrator. All efforts to obtain the PMA are documented in the Needs and Services Plan.

b. Implemented – As of May 1, 2008, all children who missed their appointment with the prescribing psychiatrist will follow with an e-mail by the administrative assistant to the Program Director and assigned Clinical Supervisor informing them of the missed appointment. The clinician, case manager and unit program coordinator for the child are then contacted and required to arrange a follow up appointment the following day, but no later than the beginning of the following week.

**Person and title responsible for implementing and monitoring the corrective action:**  
Will Max, Director of Residential Treatment Services, Frances Colella, Health Services  
Supervisor, assigned clinician, clinical supervisor, Natalie Manns, Quality Assurance Analyst

## **VI. Personal Rights**

### **Recommendations:**

- a. Retrain staff to treat children with respect and dignity at all times and monitor their interactions.
- b. Allow children to receive unopened mail.
- c. Ensure that discipline policies are consistently enforced and provide fair and appropriate consequences for inappropriate behavior.

### **Current status of the recommendation:**

- a. Implemented – All RTC and Group Home staff were offered training on the following topics:
  - Children's Personal Rights on April 16, 2008
  - Identifying Self-triggers/Power Struggles on May 7, 2008
  - Crisis Review and Interventions on May 14, 2008
  - Compassion and Empathy for Clients and Families on May 22, 2008
- b. Implemented – As of May 2008 all cottage staff were informed of the right of children to receive unopened mail unless otherwise stipulated in the court approved case plan.
- c. Implemented - As of April 28, 2008, a Children's Advisory Council was developed with client representation from all eight cottages which meets monthly. The goal of the advisory council is to allow children to bring concerns and needs from their peers to the attention of upper management including concerns with consistent application of discipline policies. Other goals of the council is to empower children and to develop their leadership skills.

### **Person and title responsible for implementing and monitoring the corrective action:**

Will Max, Director of Residential Treatment Services, Donna LeCesne, Director of Milieu Services

## **VII. Clothing and Allowance**

### **Recommendations:**

- a. Provide all children with the opportunity to select their own clothes.
- b. Provide all children with the opportunity to spend their allowance as they choose.

### **Current status of the recommendation:**

- a. Implemented – As of May 2008, Unit Program Coordinators for each cottage were informed of the expectation that each child should be provided the opportunity to select their own clothes.
- b. Implemented – As of May 2008, all cottage staff were informed of the expectation that each child should be provided the opportunity to spend their allowance as they choose.

### **Person and title responsible for implementing and monitoring the corrective action:**

Will Max, Director of Residential Treatment Services, Donna LeCesne, Director of Milieu Services, Unit Program Coordinators for each cottage

**FIVE ACRES-THE BOYS AND GIRLS AID SOCIETY OF LOS ANGELES  
EAST MOUNTAIN GROUP HOME  
RATE CLASSIFICATION LEVEL (RCL): 12  
LICENSE NO: 191220045**

**CORRECTIVE ACTION PLAN  
May 2008**

**I. Facility and Environment**

**Recommendations:**

Oven cleaning and water damage to laundry sink.

**Current status of the recommendation:**

Implemented - As of May 7, 2008, the oven at east Mountain Group Home has been cleaned by the maintenance crew and Group Home Staff monitors the daily cleanliness of the said oven. The pipes in the East Mountain laundry room (please see picture) have been replaced and the wall painted. The RTC program and the Group Homes perform a quarterly physical environment review for each cottage and group home respectively. The review will be submitted to the Group Home Program Supervisor as well as to the Director of Permanency and the 5 Acres Maintenance Supervisor. For the RTC program the reviews are submitted to the Director of Milieu Services and the 5 Acres Maintenance Supervisor. Additionally, each cottage has a maintenance log that is reviewed daily by the Operations Department for any repairs. For the Group Homes the Assistant Manager sends an e-mail of needed repairs to Operations Department the same day a need for repair is identified.

**Person and title responsible for implementing and monitoring the corrective action:**  
Vida Khosro-Khavar, Group Home Program Supervisor.

**II. Program Services**

**Recommendations:**

a. Include all members of the treatment team in the development and implementation of the NSP.

**Current status of the recommendation:**

Implemented - As of May 2008, Five Acres Group Home is using the new DCFS template for the NSPs and all members of the treatment team is involved in completing and implementing sections of the NSPs.

b. Develop comprehensive NSPs that include an update of the short term goals

**Current status of the recommendation:**

Implemented - As Five Acres begins using the DCFS NSP template in May 2008, Short term goals are developed by the treatment team and included in the new NSP document.

**Person and title responsible for implementing and monitoring the corrective action:**  
Vida Khosro-Khavar, Group Home Program Supervisor.

**V. Psychotropic Medication**

**Recommendations:**

- c. Maintain current authorizations for all children taking psychotropic medications
- d. Maintain documentation to show that all children on psychotropic medication are routinely seen by the prescribing physician

**Current status of the recommendation:**

- a. Implemented – The Psychotropic Medication Authorization is submitted to the court 30 days prior to its expiration date. If at the end of the 8th business day the dependency court has not provided an updated authorization the nursing department will contact the court for follow up. Additionally, during this timeline the clinician assigned to the case will contact the County Social Worker for assistance. If by the end of the 10th business day the CSW does not respond to the request for follow up on the pending authorization the Supervisor of the CSW is contacted or the Assistant Regional Administrator or Regional Administrator. All efforts to obtain the PMA are documented in the Needs and Services Plan.
- b. Implemented – As of May 1, 2008, all children who missed their appointment with the prescribing psychiatrist will follow with an e-mail by the administrative assistant to the Group Home Supervisor informing them of the missed appointment. The clinician for the child are then contacted and required to arrange a follow up appointment the following day, but no later than the beginning of the following week.

**Person and title responsible for implementing and monitoring the corrective action:**  
Vida Khosro-Khavar, Group Home Program Supervisor, Frances Colella, Health Services assigned clinician, Natalie Manns, Quality Assurance Analyst

**FIVE ACRES-THE BOYS AND GIRLS AID SOCIETY OF LOS ANGELES  
MONTE VISTA HOME  
RATE CLASSIFICATION LEVEL (RCL): 12  
LICENSE NO: 191204494**

**CORRECTIVE ACTION PLAN  
May 2008**

**I. Facility and Environment**

**Recommendation:**

Oven cleaning and replacement of dresser handles and complete the repairs of the closet in bedroom one

**Current status of the recommendation:**

Implemented - As of May 7, 2008, the oven at Monte Vista Group Home has been cleaned by the maintenance crew and Group Home Staff monitors the daily cleanliness of the said oven. New bedroom dressers have been ordered and the closet wall has been repaired. The RTC program and the Group Homes perform a quarterly physical environment review for each cottage and group home respectively. The review will be submitted to the Group Home Program Supervisor as well as to the Director of Permanency and the 5 Acres Maintenance Supervisor. For the RTC program the reviews are submitted to the Director of Milieu Services and the 5 Acres Maintenance Supervisor. Additionally, each cottage has a maintenance log that is reviewed daily by the Operations Department for any repairs. For the Group Homes the Assistant Manager sends an e-mail of needed repairs to Operations Department the same day a need for repair is identified.

**Please note that this group home will be vacated/closed when all the clients move to our Solita road facility.**

**Person and title responsible for implementing and monitoring the corrective action:**  
Vida Khosro-Khavar, Group Home Program Supervisor.

**II. Program Services**

**Recommendation:**

- a. Include all members of the treatment team in the development and implementation of the NSP
- b. Develop comprehensive NSPs that include an update of the short term goals

**Current status of the recommendation:**

a. Implemented - As of May 2008, Five Acres Group Home is using the new DCFS template for the NSPs and all members of the treatment team is involved in completing and implementing sections of the NSP as required by the Statement of Work.



b. Implemented - As Five Acres begins using the DCFS NSP template in May 2008, Short term goals are developed by the treatment team and included in the new NSP document.

**Person and title responsible for implementing and monitoring the corrective action:**  
Vida Khosro-Khavar, Group Home Program Supervisor.

#### **V. Psychotropic Medication**

**Recommendations:**

- e. Maintain current authorizations for all children taking psychotropic medications
- f. Maintain documentation to show that all children on psychotropic medication are routinely seen by the prescribing physician

**Current status of the recommendation:**

a. Implemented – The Psychotropic Medication Authorization is submitted to the court 30 days prior to its expiration date. If at the end of the 8th business day the dependency court has not provided an updated authorization the nursing department will contact the court for follow up. Additionally, during this timeline the clinician assigned to the case will contact the County Social Worker for assistance. If by the end of the 10th business day the CSW does not respond to the request for follow up on the pending authorization the Supervisor of the CSW is contacted or the Assistant Regional Administrator or Regional Administrator. All efforts to obtain the PMA are documented in the Needs and Services Plan.

b. Implemented – As of May 1, 2008, all children who missed their appointment with the prescribing psychiatrist will follow with an e-mail by the administrative assistant to the Group Home Supervisor informing them of the missed appointment. The clinician for the child are then contacted and required to arrange a follow up appointment the following day, but no later than the beginning of the following week.

**Person and title responsible for implementing and monitoring the corrective action:**  
Vida Khosro-Khavar, Group Home Program Supervisor, Frances Colella, Health Services assigned clinician, Natalie Manns, Quality Assurance Analyst

**FIVE ACRES-THE BOYS AND GIRLS AID SOCIETY OF LOS ANGELES  
SOLITA HOME  
RATE CLASSIFICATION LEVEL (RCL): 12  
LICENSE NO: 191290123**

**CORRECTIVE ACTION PLAN  
May 2008**

**Please note that this program is closed. The property will be used as the current clients from the Monte Vista group home will move to this location in July 2008.**

**General Statement**

For all of the Corrective Action Plans (CAPs) under the Residential Treatment Center (RTC) Will Max, Director of Residential Treatment Services will be responsible to ensure implementation and ongoing monitoring of the CAPs. For all of the Corrective Action Plans (CAPs) under the Group Homes Vida Khosro-Khavar, Group Home Program Supervisor will be responsible to ensure implementation and ongoing monitoring of the CAPs.